

REMARKS

Reconsideration and further examination of the subject patent application in view of the present Amendment and the following Remarks is respectfully requested. Claims 1-28 are currently pending in the application. Claims 1-28 have been rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Pat. No. 7,372,457 to Strathmeyer et al. ("Strathmeyer") in view of U.S. Pat. Pub. No. 2004/0203664 to Lei et al. ("Lei"). Claims 5, 15, and 21 have been amended for clarification. After careful review of the claims and references, it is believed that all the claims are in allowable form and a Notice of Allowance is therefore respectfully requested.

Claim 5 has been amended to call for the SIP INVITE to include a proposed mode of communication (see e.g. paragraph [0026]); and claim 22 has been amended to call for the call type identification to be based upon an identifier of call type within a prefix of a target URL of the SIP INVITE (see e.g. paragraph [0029]).

Claims 1-28 have been rejected as being obvious over Strathmeyer and Lei. Strathmeyer describes call processing in packet telephony networks and Lei describes context aware unified communications. However, Strathmeyer and Lei fail to disclose on ACD receiving a SIP INVITE sent over the Internet from a client, determining a call type from the SIP INVITE, selecting an agent based on the call type or setting up the Internet call based on the SIP INVITE from the client.

Regarding independent claims 1, 11 and 21, the Office Action asserts that the ACD receiving a Session Invitation Protocol INVITE sent over the Internet from a client is disclosed by Strathmeyer in Col. 7, line 54 to Col. 8, Line 13; and Col. 8, lines 64-67. However, the Col. 7 passage describes a gateway 120 within the internal network 170 which converts signalling protocols, particularly a PSTN incoming signals to a SIP messages; and Col. 8 describes the gateway receiving an incoming ISDN request and generating a SIP message sent to another device within the internal 170, as well as address translation by a softswitch 125 within the internal network. Thus, there is no teaching of the claimed INVITE message sent over the Internet from the client.

The Office Action also asserts that determining a call type from the Session Initiation Protocol INVITE is disclosed in Col. 10, lines 33-49 and Col. 11, lines 1-22 of Strathmeyer. However, the Col. 10 passage merely describes a call proxy server that identifies incoming calls, and control messages, registers the call address for agents and specifies that agent address should be recorded by softswitch 125 to the control proxy server. Thus, there is no description or mention of determining call type or of doing so from the SIP INVITE sent by the client over the Internet. Similarly, Col. 11, lines 1-22 describes a media server but does not describe determining call type or using an Internet SIP INVITE message to do so.

The Office Action also asserts that selecting an agent to handle the Internet call based on the call type is disclosed in Col. 14, lines 16-42 of Strathmeyer. This passage describes an ACD routing application which routes calls based on predetermined rules, or an application providing further instructions for processing the call, including status of agent endpoint. However, there is no description of routing based upon a call type determined from a Internet SIP INVITE sent from the client.

The Office Action further asserts that setting up an Internet call between agent and client based on the SIP INVITE is disclosed in Col. 14, line 56 to Col. 15, line 15. However, this passage described the ACD establishing a call between an agent endpoint and the gateway 120 (Col. 15, lines 5-15) which is all within the internal network, not an internet call. The passage further describes another call over the PSTN. Thus, there is no description of an Internet call being set up or based upon a SIP INVITE sent from the client over the Internet. These features are also not disclosed by Lei. Thus, the above feature of independent claims 1, 11, and 21 including receiving a SIP INVITE sent from a client over the Internet, determining call type from the SIP INVITE, selecting based upon the determined call type and setting up an Internet call between agent and client based upon the SIP INVITE are not disclosed by the cited reference. Therefore, independent claims 1, 11 and 21 are distinguishable over the cited references, as are dependent claims 2-10, 12-20, and 22-28.

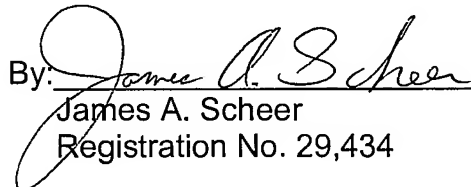
Appl. No. 10/760,577
Amendment Response to
Office Action mailed Nov. 17, 2009

For the foregoing reasons, applicant submits that the subject application is in condition for allowance and earnestly solicits an early Notice of Allowance. Should the Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Examiner is respectfully requested to call the undersigned at the below-listed number.

The Commissioner is hereby authorized to charge any additional fee which may be required for this application under 37 C.F.R. §§ 1.16-1.18, including but not limited to the extension of time fee, RCE fee, petition fee, issue fee, or credit any overpayment, to Deposit Account No. 23-0920. Should no proper amount be enclosed herewith, as by a check being in the wrong amount, unsigned, post-dated, otherwise improper or informal, or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 23-0920. A duplicate copy of this sheet(s) is enclosed, if filed by paper.

Respectfully submitted,

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